

Position #042675

Trust Funds Director (Deputy Director, Office of Enterprise Initiatives)

14. POSITION SUMMARY

This position serves as the Deputy Director of the Office of Enterprise Initiatives (OEI) and reports to the OEI Director. The Deputy Director is responsible for OEI operational management; develops and manages office staffing allocations, supervises assigned staff, and maintains the Project Portfolio for enterprise-wide initiatives to deploy business automation and informational technology (IT); and program processes and procedures necessary to improve operational efficiency and the customer experience.

OEI provides expertise in leading and coordinating cross-functional project teams made up of internal and external stakeholders working on Department of Employee Trust Funds (ETF) enterprise initiatives that impact ETF benefit administration and service delivery to approximately 600,000 state and local government employees, retirees, and their families on state/nation-wide scale and include: business automation; change management; process standardization; project management; enterprise architecture, and continuous quality improvement.

The position, in collaboration with the Director, ensures the allocation of resources necessary for the successful implementation of enterprise initiatives and communicates throughout the Department, as appropriate, the purpose and status of initiatives. Prepares Office annual/bi-annual budget and requests for resources.

The position serves as liaison with key stakeholders (e.g., participating employers, members, and boards of Trustees) on OEI initiatives. This position coordinates activities with the Department of Administration's Division of Enterprise Technology (DET) and vendors contracted to implement components of each project, as required.

The position serves as a member of the agency's Leadership Team as well as one of the voting members on ETF's Transformation, Integration and Modernization (TIM) Steering Team (TST) in absence of the Director.

15. GOALS AND WORKER ACTIVITIES

55% GOAL A: OEI Operations and Portfolio Management

Worker
Activity

- A.1 Provide consultation to OEI internal and/or external business users on the business services OEI provides and promote utilization of efficient and cost-effective capabilities in business automation and business process.
- A.2 Prepare, implement, maintain and evaluate OEI long-range and short-range business automation project plans in coordination with the Chief Information Officer (CIO)/Bureau of Information Technology Services(BITS) to ensure consistency with enterprise IT architecture and cyber security
- A.3 Maintain portfolio of OEI long-range and short-range project plans to ensure consistency with and relevance to agency program/service delivery goals and objectives.

- A.4 Prepare annual, biennial and project budgets and appropriate requests for resources that best meet the needs of ETF and OEI. Prepare special reports at request of the Director.
- A.5 Represent management by serving on advisory groups or other stake holder organizations in response to ETF or state needs.
- A.6 Develop, implement and evaluate ongoing Centers of Excellence initiative to integrate use of quality improvement methodologies and tools (such as Six Sigma) into ETF enterprise project teams. Ensure all Business Analyst (BA) and Project Management (PM) staff are assigned and complete quality improvement training and use quality improvement concepts and tools in ETF projects.
- A.7 Collaborate with CIO and business leadership on assigned projects to validate the business requirements and design.
- A.8 Assess and collaborate with ETF business areas on resources required for successful project implementation.
- A.9 Provide support and/or oversight for the agency's (PMs) and (BAs) in identifying and documenting specific activities that must be performed to produce IT and project deliverables.
- A.10 Ensure Business Automation and Enterprise Architecture, and Project Management teams comply with ETF enterprise cyber security standards, policies, processes, and procedures.

20% GOAL B: Enterprise Initiatives

Worker
Activity

- B.1 Set project team and project portfolio priorities consistent with ETF's Strategy; utilize appropriate operations guidelines and techniques to avoid conflicts and to respond promptly as issues arise.
- B.2 In collaboration with CIO and BITS analyze risks that could impact enterprise initiatives. Work with vendor and project teams to develop, execute, communicate and evaluate contingency and risk reduction plans.
- B.3 Maintain strong working relationships with ETF business users and applications development staff to assure effective communication and to ensure tasks and responsibilities are assigned and being managed.
- B.4 In collaboration with CIO and BITS staff, oversee and review any third-party software development to assure consistency with specifications, and effective coordination with existing systems, standards and requirements for system development.

20% GOAL C: Management & Supervision of OEI employees

Worker

Activity

- C.1 Evaluate and modify operational staffing level and composition as necessary to meet the Project Portfolio demand.
- C.2 Develop or revise staff position descriptions, hiring and retention strategies (mentoring/coaching, cross-training, succession planning); develop onboarding process for new staff; prepare probationary employee workplans and conduct probationary reviews; prepare annual workplans and conduct annual performance evaluations; apply discipline, and resolve grievances.
- C.3 Develop and maintain an OEI program of personnel development including but not limited to; assignment of appropriate classroom or online training and approving attendance at work related conferences and seminars.
- C.4 Ensure OEI staff understand the scope of the benefits and service delivery systems ETF uses and/or offers to its customers; and how OEI uses business automation and quality improvement processes such as Lean Six Sigma to improve quality and efficiency.

5% GOAL D: Personal/Professional Development

Worker

Activity

- D.1 Develop and maintain up-to-date knowledge of both technology and best practices related to for enterprise architecture, project management, business analysis.
- D.2 Participate in online and classroom training programs related to maintain proficiency with quality improvements methodologies (e.g. Six Sigma).
- D.3 Promote, implement and administer appropriate Office affirmative action goals in relation to hiring, training, reclassification, promotion and retention of employees; annual evaluation of personnel.

Knowledge, Skills and Abilities

Knowledge of:

1. Strategic, business, budgetary planning techniques, feasibility and cost benefit analysis.
2. Project, program, and portfolio management; business analyst methodologies and standards.
3. Change management techniques and best practices.
4. Large enterprise employee benefit administration practices and procedures.
Quality improvement concepts and methodologies (such as; Six Sigma, Lean, TQM, CQI) including organizational concept of "Centers for Excellence".
5. Team/Work Group facilitation methods and techniques.
6. Supervisory methods and techniques used in: performance planning and evaluation, mentoring/coaching, goal setting, employee development, succession planning, conflict resolution, and discipline.
7. Informational Technologies and their use in business automation projects.

Skilled in:

8. Using effective leadership and supervisory practices to develop effective working relationships with diverse groups of stakeholders.
9. Effective oral, written and other interpersonal communication techniques to effectively prepare and present complex plans and proposals.
10. Developing/implementing complex project budgets and annual operating budgets.
11. Using quality improvement methodologies and metrics to address complex enterprise wide projects.
12. Facilitating productive teams and collaborating with both technical and non-technical staff.
13. Leading and motivating staff.
14. Making sound decisions.

Ability to:

15. Identify and resolve problems.
16. Work effectively in team environments and secure cooperation and/or agreement in situations where conflicting objectives and opinions exist.
17. Effectively manage large project portfolios involving inter/intra department project teams.
18. Develop and maintain effective working relationships with ETF customers, business, IT, management, and staff at all levels of the organization.

SPECIAL REQUIREMENTS:

- Project Management Professional (PMP) certification preferred.
- Occasional evening or weekend hours may be required.
- Occasional travel within or out of state may be required.